



GTS PASSENGER HANDBOOK

TABLE OF CONTENTS

Mission Statement	3
Goals of Passenger Handbook	3
Staff Introduction	3
GTS Services	3
Civil Rights/Title VI Notice to the Public	4
Notice of Nondiscrimination and Complaint Procedure	5
General Passenger Rules	5
Refusal of Service – Violation of Policy	6
Passenger Safety and Security	6
Packages and Personal Items	6
Seat Belt Policy	7
Child Rider Policy	7
Holiday Transportation	7
Severe Weather Policy	7
Fares	8
Paratransit Service Overview.....	9
Transporting Service Animals and Accommodation of Other Animals	9
Reasonable Modification/Accommodation	9
Complaint/Grievance Procedures	11

MISSION STATEMENT

GTS is a department within the City of Gloversville local government. We are committed to providing transit services for everyone in Gloversville and select surrounding areas. We are proud to offer a variety of solutions including fixed-route, route deviation and, in accordance with the Americans with Disabilities Act (ADA) for those who need assistance or special accommodations, our paratransit service.

Our mission is as follows:

“To provide a public transportation service that enhances personal mobility and creates a sustainable transportation option in the City of Gloversville and Fulton County through a cost-effective, reliable, accessible, safe, clean and courteous transit service.”

GOALS OF PASSENGER HANDBOOK

GTS is a transportation provider in Fulton County in Upstate New York. This service has a set of policies and procedures that passengers are required to follow. This passenger handbook provides policies pertaining to passenger safety and responsibilities for using our service. It is to the benefit of all passengers that the policies and procedures outlined in this handbook are followed. All policies will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing a written statement of the grievance or completion of a grievance form with GTS outlined on the last page of the passenger handbook.

STAFF INTRODUCTION

GTS has many people working to make local transit a possibility and upon request, you may speak with the administrative assistant, the mechanic, a driver, the Mobility Manager, Transit Director or the Mayor. When you call GTS you will normally speak to the administrative assistant, who will assist you with any questions you may have. For your convenience, you can contact GTS in one of three ways:

1. By Telephone – 518-773-4528, if there is no answer leave a message with your name, phone number and brief message.
2. By email – bwarren@cityofgloversville.com
3. By fax – 518-773-4563

GTS SERVICES

GTS prides itself on providing safe and reliable transit services to the general public. Public Transit is open to everyone. GTS operates fixed-route, route-deviation and Paratransit (curb-to-curb) services Monday through Saturday. GTS serves residents of Gloversville and certain areas of Johnstown with fixed-route and Paratransit services and certain areas of Amsterdam with a route-deviation service. Call the GTS office at 518-773-4528 for specific hours of service, areas served and fare schedule. Paratransit rules and requirements found on page 9.

CIVIL RIGHTS/TITLE VI NOTICE TO THE PUBLIC

As a recipient of federal and state funds, the City of Gloversville's Transit System is subject to the requirements and provisions of Title VI of the Civil rights Act of 1964, as amended. The provisions include, prohibiting discrimination on the grounds of race, color or national origin. Specifically, Title VI provides that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. 2000d).

The following Federal Laws and Executive Orders expand the Title VI nondiscrimination mandate:

The Civil Rights Restoration Act of 1987 clarified the definition of "programs and activities" covered by the nondiscrimination provisions of civil rights statutes. The revised definition states that discrimination is prohibited throughout an entire agency or institution, if any part of that agency receives Federal financial assistance.

The Americans with Disabilities Act (ADA) is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, school, transportation, and all public and private places that are open to the general public. The purpose of this law is to make sure people with disabilities have the same rights and opportunities as everyone else. The ADA has five titles that relate to different areas of public life.

Executive Order 12898 (Environmental Justice or "EJ") seeks to avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations, and to ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.

Executive Order 13166 (Limited English Proficiency or "LEP) ensures individuals whose first language is not English and have a limited capacity to read, write or understand English have meaningful access to programs, information and services by any entity receiving Federal funding.

Gloversville Transit System

Attn: Title VI Coordinator
3 Frontage Rd, Gloversville, NY 12078
518-773.4528 – bwarren@cityofgloversville.com

Federal Transit Administration Office of Civil Rights

Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

More information about transit-related civil rights requirements may be found on the FTA's website at www.fta.dot.gov.

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE

GTS complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other federal equal opportunity laws. GTS serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. GTS shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by GTS based solely on his/her, religion, sex, age, disability, or any other characteristic protected by laws.

Title VI complaints of alleged discrimination and inquiries regarding the non-discrimination policies of GTS may be directed to the GTS, Transit Manager. Complaint forms are available at the GTS Offices, located at 109 W. Fulton St, Gloversville, NY.

GENERAL PASSENGER RULES

The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior;

- Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops;
- No roller skates, roller blades, ice skates, etc., are to be worn in the bus;
- All passengers are to be clothed and wearing some form of protective footwear;
- While waiting for the transit vehicle at the designated pick-up point, riders shall stay off the traveled roadway at all times. Riders shall not walk along the side, directly in front of or behind the bus for any reason;
- All passengers will remain seated while the vehicle is in motion and for the duration of their ride;
- Riders shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated;
- Devices such as radios or any other electronic device can only be used with headphones;
- Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle;
- Riders shall keep hand(s), head or any other body part inside the bus and within their seated area at all times;
- Riders shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly;
- Riders shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided;
- Eating or drinking beverages in the vehicle is not permitted;
- Use of all tobacco products is strictly prohibited (this includes vaping and e-cigarettes);
- Lighting matches, lighters or any other type of flammable material is not permitted on the vehicle;

- Weapons of any kind (guns, knives, etc.) are NOT allowed on the bus;
- Any type of perceived, suspicious or actual explosive device or weapons are not allowed on transit vehicles.

REFUSING SERVICE – VIOLATIONS OF POLICY

GTS reserves the right to refuse service to any passenger who displays the following behaviors:

- Intoxication;
- Disruptive, belligerent or rude;
- Poses a safety or health threat to themselves or others;
- Unreasonable or offensive personal hygiene.

GTS has zero tolerance towards violence. Any overt act of violence or threat of violence will result in termination of passenger rides. Any threatening acts of violence will be reported to law enforcement. GTS has a NO firearms or concealed weapons policy on all transit buses and transit property.

GTS also has set a policy for normal and standard behaviors when using the system;

- Remaining seated while the bus is in motion;
- Keeping hands and personal objects to yourself;
- No foul language to any other rider;
- No screaming or yelling on the bus. Normal volume levels when speaking.

If these behaviors cannot be followed by the passenger, the following steps may be taken:

First offense – A warning letter will be sent.

Second offense – A second letter will be sent and rides will be discontinued for one week.

Third offense – A third and **final** letter will be sent, and rides will be discontinued indefinitely.

NOTE: GTS reserves the right to terminate services immediately.

PASSENGER SAFETY AND SECURITY

Passengers utilizing mobility devices will be required to have their mobility device properly secured. A passenger who cannot enter the vehicle using the stairs, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers. The driver may recommend that a passenger transfer from his or her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

PACKAGES AND PERSONAL ITEMS: Passengers shall limit carry-on packages to not more than the equivalent of **five (5)** brown paper grocery sacks / plastic bags per person (that can be carried by the passenger in one trip). All carry-on items must fit in the seat area in which the passenger occupies and not block any part of the aisle. Oversized packages will be refused for transport. No one package shall weigh more than 20 pounds. An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or tank

holder on the wheelchair or cart. Note: ***Drivers are not responsible for lost, stolen or damaged items.***

SEAT BELT POLICY

All GTS buses are equipped with seat belts. It is requested that all passengers wear an approved safety device while riding on the bus.

CHILD RIDER POLICY

It is the policy of GTS to provide the most effective, efficient, safest, and uninterrupted transportation service to all residents. In providing this service it is necessary to establish policies that govern GTS's role and responsibilities in the transportation of children under the age of 10. These roles and responsibilities are as follows;

- All children must follow all GTS rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension;
- Children under the age of ten (10) must be accompanied by an adult.

HOLIDAY TRANSPORTATION

No public transportation service will be provided on the following holidays:

New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day

SEVERE WEATHER POLICY

Weather Related Access to Private Homes and Businesses: Passengers and business owners are responsible for snow removal to make their homes accessible to the GTS buses. Bus drivers are not allowed to assist passengers through un-shoveled snow or ice. If a passenger schedules service (Paratransit) knowing that a path has not been cleared to their homes, the trip will be considered a "no-show", and the no-show policy will apply.

Discontinuing Service Due to Weather Conditions: GTS will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, GTS reserves the right to discontinue services until conditions are more favorable. We do not consider routine appointments (medical, hair, etc.) necessary during severe weather. If service is discontinued, all rides, regardless of trip purpose, will be cancelled.

Winter Riding Tips:

- Be aware of current weather conditions, which may affect GTS services.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time and having correct fare ready.
- Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of the bus, causing danger of slipping to others.
- Be prepared for sudden stops while riding the bus.
- At all times, watch your step and wear appropriate winter clothing.

Severe Weather Passenger Guide

Severe snow and rainstorms can affect GTS service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Some routes may be shortened or cancelled.
- Bus service on less traveled streets, especially those not plowed, may be cancelled.

FARES

Fare payment is mandatory from each passenger, each time they board the bus. All passengers must be documented by the driver and paid for at the time of service (PCA's and children 5 and under are free).

Acceptable Forms of Payment:

A. Cash;

- Exact amount only; drivers are unable to give change
- Checks are generally only accepted as payment for ticket books and paratransit trips. Contact dispatch with any problems.
- Foreign currency, including Canadian, is NOT accepted.

B. GTS Tickets;

- Each route has tickets available for sale from drivers or at the transit office
- Each valid ticket is for a single one-way ride, each ticket is printed with route use
 - Gloversville Tickets – Yellow, value \$1.00 (\$10.00 pack of 11)
 - Amsterdam Tickets – Green, value \$7.00 (\$70.00 pack of 11)
 - FMCC/Industrial Park – Blue, value \$2.25 (\$22.50 pack of 11)
 - Paratransit Tickets – Pink, value \$4.00 (\$40.00 pack of 11)

C. Fulton County Department of Social Services (FCDSS) Tickets;

- Issued by FCDSS to their clients.
- Green & Black or Orange & Black for use on the Gloversville and FMCC/Industrial Park routes only.

D. Tokens (for use on Gloversville bus only);

- Gold Tokens from Hannaford
- Black & White Tokens from Price Chopper

E. FMCC Student Pass;

- Students can purchase a transit pass at the FMCC Bursar's Office.
- Transit Pass will be printed on the front of the ID card.

F. Gloversville Enlarged School District (GESD) Student Pass;

- All students in grades 3-12 can ride the ***Gloversville Bus Route** free of charge anywhere on the route, any time the route is running.

- Students in Pre-K through 2nd can ride the ***Gloversville Bus Route** with a parent or guardian (also free) to go to and from school.
- These same students can ride to the YMCA free of charge on the Amsterdam bus.

***GESD STUDENTS ARE ALLOWED TO RIDE FREE ANYWHERE ON THE GLOVERSVILLE CITY BUS ROUTE AND TO THE FULTON COUNTY YMCA ONLY ON THE AMSTERDAM BUS**

PARATRANSIT SERVICE

GTS is committed to providing mobility services for everyone in the City of Gloversville. We are proud to offer a variety of solutions, in accordance with the Americans with Disabilities Act (ADA), for those who need assistance or special accommodations. In addition to our fixed-route service, GTS offers Paratransit service that provides curb-to-curb transportation, on an advance reservation basis, for people with disabilities who are not able to ride an accessible fixed-route bus. Paratransit is available in areas where regular fixed-route service is provided. To be eligible for our Paratransit services, you must first fill out an application. An application can be found on our website (<http://www.ride-gts.com/paratransit/>) or by contacting GTS by phone (518-773-4528) or by email (info@ride-gts.com). Please follow all instructions on the applications when filling it out as there are sections that your physician is required to fill out and sign. You will be notified of approval/disapproval with reason.

TRANSPORTING SERVICE ANIMALS AND ACCOMODATION OF OTHER ANIMALS: GTS allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. Service animals are individually trained to perform tasks for people with disabilities. The transit driver may ask if an animal is a service animal and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the animal performing the task or ask about the person’s disability. Under the ADA, “comfort,” “therapy” or “emotional support animals” do not meet the definition of a service animal.

Animals other than service animals as described above can ride the transit vehicle only in a secured pet travel carrier.

REASONABLE MODIFICATION/ACCOMODATION

Reasonable Modifications to Policy, Practice & Procedure in Public Transportation

The law: Department of Transportation (DOT) issues regulations implementing the transportation and related provisions of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. These regulations apply broadly to both public and private entities and to almost all types of transportation services, including fixed route bus and rail (e.g., commuter, rapid, and light rail), complementary paratransit, demand responsive service and ferry service. Title II of the ADA applies to public transportation provided by State and local governments. Section 504 applies to all organizations and agencies that receive federal funding. Both laws require that policies, practice and procedures be modified so that the transportation services are accessible to individuals with disabilities. Department of Transportation (DOT) guidelines require GTS to make reasonable

modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

GTS public transportation services

- Fixed-route bus service—buses have established routes and make stops at pre-determined destinations and flag-stops throughout the route.
- Route-Deviation bus service – buses that have a set route but will deviate 3/4's of a mile off route to pick up a passenger that isn't able to get to a regular stop along the route.
- Demand-responsive service (also known as ADA complementary paratransit) — buses provide origin-to-destination service in response to requests from individuals with disabilities who need accommodation.

Public Transportation Accessibility Modifications

Modifications that make public transportation accessible to individuals with disabilities may include ramps, lifts, changes in stop locations, designated seating areas, complementary (non-fixed route) bus systems.

Requests for modifications

Transit Provider's Responsibilities:

- Provide information to the public in accessible formats about the process for requesting reasonable modification;
- Clearly state the eligibility requirements, the timeline for requesting modifications, and the complaint process;
- Provide several accessible ways to request the reasonable modification—for example, through phone, email, TTY or on the transit provider's website;
- Be flexible enough to make exceptions for last-minute requests;
- Inform rider of decision to grant or deny request.

Rider's Responsibilities:

- Provide a clear description of the modification needed to use the transportation service (for example, relocating a bus stop to the next block if the current location is inaccessible).
- Make the modification request as far in advance as possible, particularly when there is a long-term problem. For example, there is no accessible bus stop; the ramp to the passenger's front door is too steep to be picked up at the front; construction blocks the regular route; etc. Advance requests can be made at any time during the eligibility determination, reservation, or complaint process.

Transit providers do not need to provide a modification if it:

- Causes a direct threat to the health or safety of others. For example, when assisting a passenger means leaving the transit vehicle unattended in a high traffic area, that could likely result in a collision and endanger the safety of the other passengers;
- Results in a fundamental alteration of the service. For example, if an individual requests the driver of a fixed-route service to stop at a location that is not on the schedule, this is a fundamental alteration to fixed-route service;

- Is unnecessary in order for the individual with the disability to receive services. For example, a passenger asks to sit in the same seat every time because of a personal preference.
- Results in an undue financial or administrative burden to the transit agency. (Applies only to recipients of Federal financial assistance.) An individual who requests a specific driver for a paratransit trip may be denied this request because this would cause an administrative burden.

Common examples of reasonable modification requests in fixed-route transportation include:

- Positioning the bus for loading and unloading in a location where there are no obstructions, such as construction.
- Allowing a person with diabetes to eat on the bus to avoid a drop in glucose.

Common examples of reasonable modification requests in paratransit include:

- Picking a rider up at a building entrance that is flat and unobstructed.
- Helping an individual who is blind get to the front of the building in extreme weather.

To request an accommodation, please contact GTS by one of the means listed below for more information or to request a complaint form.

Gloversville Transit System, Transit Director
 3 Frontage Rd
 Gloversville, NY 12078
 518-773-4528 – bwarren@cityofgloversville.com

COMPLAINT/GRIEVANCE PROCEDURES

How to File an ADA Complaint:

Contact GTS by one of the means below:
 Gloversville Transit System, Transit Director
 3 Frontage Rd
 Gloversville, NY 12078
 518-773-4528 – bwarren@cityofgloversville.com

Follow the complaint process of the local transportation agency directly first. For more information on filing a complaint, contact the customer service department with the local transportation agency.

If the transit agency is unable to resolve the complaint, you can file a complaint with the Federal Transit Administration Office of Civil Rights. Complaints should be filed within 180 days from the date of the incident. Download the FTA complaint form (http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf) and mail it to:

Federal Transit Administration
 Office of Civil Rights
 Attention: Complaint Team

East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Include the following information with your complaint:

- Statement of events including the date(s) and time(s);
- Any supporting documentation.

You will receive a letter from the FTA that describes the findings of the investigation and any corrective action the transit agency is required to take to correct the problem. **For more information about the ADA and Public Transportation**, call an ADA specialist at 1-800-949-4232. All calls are confidential.

To file a title VI complaint, follow the instructions on the City of Gloversville Transits Title VI plan located at: <http://passthrough.fw-notify.net/download/785507/http://www.ride-gts.com/wp-content/uploads/2015/09/2018-City-of-Gloversville-Transit-Title-VI-Plan-FINAL-SIGNED-BRW.pdf>.

The complaint form is located at: <http://www.ride-gts.com/wp-content/uploads/2015/09/COG-Title-VI-Complaint-Form-2018.pdf>

To file any other type of complaint, contact GTS by one of the means below:

Gloversville Transit System, Transit Director
3 Frontage Rd
Gloversville, NY 12078
518-773-4528 – bwarren@cityofgloversville.com